

MPP BIRTH CERTIFICATE UPDATE



Date: 28/01/04

Minister's Message

Dear Colleagues;

Further to my letter on January 28, I would like to update you on important progress made at the Office of the Registrar General, (ORG) regarding birth certificate processing. I will continue to provide regular updates until ORG service levels return to an acceptable level.

As an MPP, I share your concerns. I am working hard to provide MPPs, and all Ontarians, with the best possible service while preserving the security of the system.

The Ministry has made strides to reduce the backlog and improve service. Specific actions that have been taken are highlighted above under the heading "Operational Improvements."

These actions are the first step in the Ministry's action plan to increase staffing to address the backlog. It is my goal to reduce the current application processing time from 18 weeks to between six and eight weeks as soon as possible.

I have also asked my Ministry to offer your staff an orientation and training seminar in February on the services offered by Office of the Registrar General. Information on these orientation sessions will follow.

I am committed to resolving the backlog for birth certificates and will continue to look for ways to improve service while maintaining the safety and security of Ontarians.

I would like to thank you and your staff for your useful input on this issue.

Sincerely yours,

Jim Watson, M.P.P.
Ministry of Consumer and Business Services

Operational Improvements

- Two new staff hired to support MPP dedicated phone lines.
- Four new staff hired to track incoming MPP calls and ensure that the MPP receives an acknowledgement within 48 hours.
- Hired 10 more operators in Thunder Bay call center.
- Hired five more staff for Toronto Counter (900 Bay Street).
- Have 33 telephone operators in place.
- Hired five temporary employees to assist in reducing backlog, processing refunds, and back-office scanning.
- Extended Toronto Counter overtime hours to begin at 7:30 a.m.
- Thunder Bay and Toronto staff volunteer to work weekends.
- 130 plus staff worked this weekend on overtime to reduce existing backlog
- Two new greeters for Toronto Counter.
- Currently 16 staff working on MPP service.
- Second wave of recruitment has begun and first hires are expected to start Wednesday, Jan 28.

MPP Dedicated Lines

Phone: Toronto Office (416) 212-6499
Thunder Bay (807) 343-7455

Fax: Toronto Office (416) 212-6504
Thunder Bay (807) 343-7445

* Français aussi disponible

FAQ

What is the difference between an expedited application and an emergency application? Do they require Proof of Emergency?

Expedited applications are processed and delivered within 10 business days. Emergency applications require an additional fee of \$15 and are processed within two business days and are then couriered to the applicant or MPP office. Proof of urgency is required for both service options.